

## Tenant site instructions

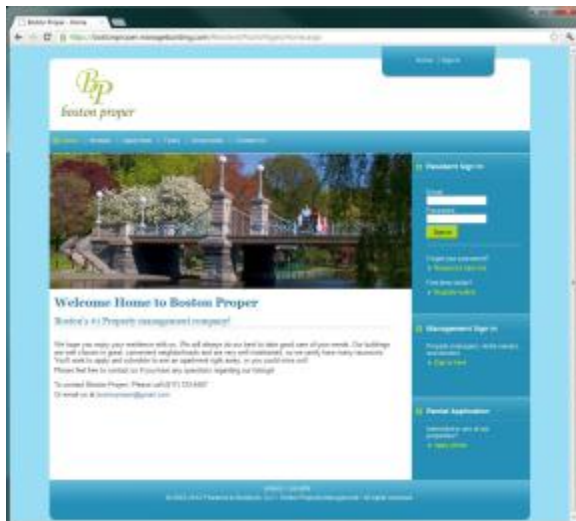
This topic offers instructions to give to tenants, so they know how to get around their sites.

Because these sites can be customized, it is very important that you change the instructions to match the capabilities that apply to your account. Some of the instructions in our template may not be available in your account. For example, if you don't offer E-pay, then the associated Payments tab instructions should be removed.

See *Help article #112081* for a tour of the tenant sites.

## Get your password and sign in

Your password will be sent by email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in at the **Resident sign in** box on the right side of the screen.



You will be prompted to change your password the first time you sign in.

## General Settings

You can use the **My info** page to keep your contact information up-to-date and to change your password.

The screenshot shows the Buildium interface with the 'Payments' tab selected. At the top right, there are links for 'Documents', 'Contacts', and a user profile for 'Bob'. A red arrow points to the 'My info' link in the profile dropdown. Below the navigation bar, there are three main sections: 'Payments' (showing 'Owed: \$750.00'), 'Messages' (with a 'Contact us' button), and 'Community' (with a 'Post to board' button). The 'Transactions history' table lists various charges and payments from 2014. To the right, there is a 'Balance: \$750.00' box, 'Lease information' (including lease expiration and account number), and a 'Prefer to pay by mail?' section with the address: Buildium, 38 Chauncy Street, Boston, MA 02210. At the bottom, there are links for 'Privacy' and 'Security', and a copyright notice for 2003-2014.

Date	Memo	Amount	Balance
10/1/2014	Charge – Rent	\$750.00	\$750.00
9/15/2014	Payment – September Rent Payment	(\$800.00)	\$0.00
9/5/2014	Charge – Late fee	\$50.00	\$800.00
9/1/2014	Charge – Rent	\$750.00	\$750.00
8/1/2014	Payment – August Rent Payment	(\$750.00)	\$0.00
8/1/2014	Charge – Rent	\$750.00	\$750.00
7/7/2014	Charge – Late fee	\$50.00	\$0.00

## Payments tab


The **Payments tab** shows ledger history - charges, payments, refunds, and so on.

This screenshot is identical to the one above, showing the Buildium 'Payments' tab. It displays the 'Transactions history' table, the current balance of \$750.00, lease information (lease expires 12/31/2014, account 00068885), and the 'Prefer to pay by mail?' section with the address: Buildium, 38 Chauncy Street, Boston, MA 02210. The interface includes navigation links for 'Documents', 'Contacts', and the user profile 'Bob'.

Make a payment online by clicking the **Make payment** button. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.

Once you make a payment, it will be credited instantly to your account. It may take a day or two for the charge to affect your bank account or credit card. If an online payment is refused by your bank, the **Payments tab** will be updated automatically.

[Documents](#)   [Contacts](#)   [Bob ▾](#)



**Payments**

Owed: \$750.00 Make payment

**Messages**

[Contact us](#)

**Community**

[Post to board](#)

**Scheduled payments**

No payments scheduled

**Transactions history**  Email statement

Date	Memo	Amount	Balance
10/1/2014	Charge - Rent	\$750.00	\$750.00
9/15/2014	Payment - September Rent Payment	(\$800.00)	\$0.00
9/5/2014	Charge - Late fee	\$50.00	\$800.00
9/1/2014	Charge - Rent	\$750.00	\$750.00
8/1/2014	Payment - August Rent Payment	(\$750.00)	\$0.00
8/1/2014	Charge - Rent	\$750.00	\$750.00
7/7/2014	Charge - Late fee	\$50.00	\$0.00

[Show more](#)  Email statement

**Balance:**  
**\$750.00**

Make payment

**Lease information**

Lease expires: 12/31/2014  
 Account: 00066665  
 Payment is due by the 1st of the month. A one time late fee of \$50.00 will be charged on the 5th of each month.

**Prefer to pay by mail?**

Checks and Money Orders must be sent to:  
 Buildium  
 38 Chauncy Street  
 Boston, MA 02110

1  
Payment info

2  
Review payment

3  
Receipt

**Make a payment**

Pay with  
 ▾

Pay this amount:    On this date:    Frequency:  ▾

Account owner name  
  

Account type  
  

Routing number:    Account number:  \* [Help?](#)

Save my Banking info for next time

Review

Privacy | Security

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## **Messages tab**

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The **Messages tab** allows for the submission of maintenance requests and other contact requests.

In addition, resident site announcements will appear under the **Messages tab**.

To add a request, come to this page, click **Contact us** and complete the form.

Once submitted, your request is saved and available here. When we update your request, we'll let you know by email and on this page.

Payments	Messages	Community
Owed: <b>\$750.00</b> <a href="#">Make payment</a>	<a href="#">Contact us</a>	<a href="#">Post to board</a>

**Open conversations**

★ **Online payment functionality is here!**  
We are pleased to announce that the ability to make online payments is here! You will no longer have to mail us checks or rent payments.  
10/14/2014

[Contact us](#)

**The kitchen faucet is dripping, again!**  
7/18/2014 0573810

**The faucet is leaking!**  
12/4/2012 COMPLETED 0197711

[Show closed conversations](#)

Payments	Messages	Community
Owed: <b>\$750.00</b> <a href="#">Make payment</a>	<a href="#">Contact us</a>	<a href="#">Post to board</a>

**The kitchen faucet is dripping, again!** ID: 0573810

**Bob Robinson** 7/21/2014 2:48 PM  
Thanks for the prompt response!

Status: **IN PROGRESS**  
[Reply](#)

Status: **IN PROGRESS**  
 **Sam Paul** 7/18/2014 3:10 PM  
Hi Bob, We will send the plumber over ASAP. Thanks! Sam

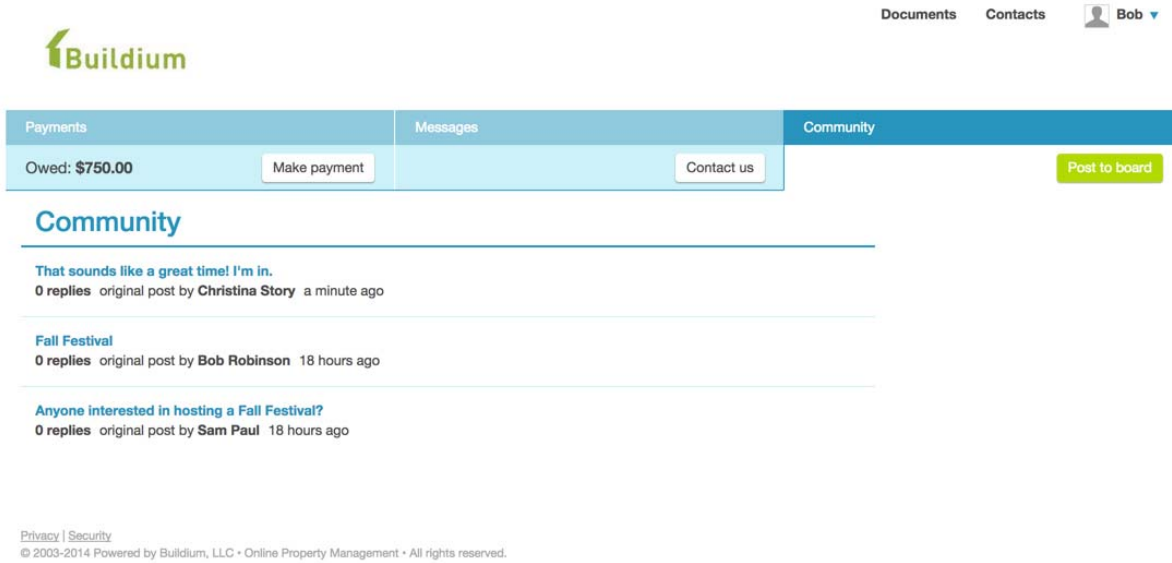
Shared with:  
 **Buildium**

Status: **NEW**  
 **Bob Robinson** 7/18/2014 3:04 PM  
Please have Hank come fix the faucet. Thanks! Bob

[Back to top](#)

## Community tab

The **Community tab** is a place where residents can add topics and submit replies to ongoing conversations.



The screenshot shows the Buildium interface with the 'Community' tab selected. At the top right, there are links for 'Documents', 'Contacts', and a user profile for 'Bob'. The main navigation bar includes 'Payments' (Owed: \$750.00, Make payment), 'Messages' (Contact us), and 'Community' (Post to board). The community feed contains three posts: 'That sounds like a great time! I'm in.' (0 replies, Christina Story, a minute ago), 'Fall Festival' (0 replies, Bob Robinson, 18 hours ago), and 'Anyone interested in hosting a Fall Festival?' (0 replies, Sam Paul, 18 hours ago). A footer contains 'Privacy | Security' and '© 2003-2014 Powered by Buildium, LLC • Online Property Management • All rights reserved.'

## Documents

The **Documents** section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move in report, and local maps of the area on this page.




The screenshot shows the Buildium interface with the 'Documents' tab selected. At the top right, there are links for 'Documents', 'Contacts', and a user profile for 'Bob'. A navigation bar includes a '< Home' link. The 'Documents' section lists two files: 'Payment\_Receipt (9KB PDF)' (Updated 10/16/2014) and 'front door lock (19KB JPG)' (Updated 10/16/2014). A footer contains 'Privacy | Security' and '© 2003-2014 Powered by Buildium, LLC • Online Property Management • All rights reserved.'


## Contacts

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The **Contacts** section helps you find your way in your new neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful stuff.

[Documents](#) [Contacts](#)  **Bob** ▾

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[< Home](#)

### Contacts

Sort by: Name ▾

**Favorite pizza joint** Restaurants/Take out  
☎ 555-9874

**Hank the Handyman** Maintenance  
☎ 555-1234 ☎ 555-9999 ✉ [hank@buildium.com](mailto:hank@buildium.com) 🌐 <http://hankhandyman.com>

**Local Electric Utility** Utilities  
☎ 555-1212

**Local Natural Gas Utility** Utilities  
☎ 555-5555 🌐 <http://localutility.com>